Application No.: 09/488,155; Inventor: Getsin et al.; Docket No.: 68621/7236 Replacement Sheet

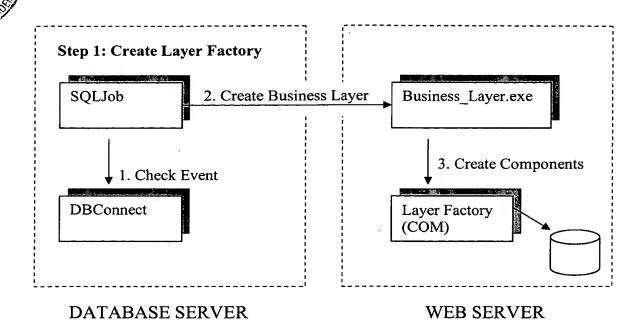


Figure 11

Step 2: Process Users Request

